

ABSTRACT

A communication system comprising a first interface configured to receive first call signaling for an incoming call from a calling party wherein the first call signaling indicates first information for the incoming call and receive a first type of communications for the incoming call from the calling party and transfer the communications to an agent, a processing system configured to process the first call signaling to determine the agent for the incoming call, and a second interface configured to transfer second call signaling for an outgoing call to a called party wherein the second call signaling indicates the first information for the incoming call and transfer a second type of communications for the outgoing call from the agent to the called party wherein the agent translated the first type of communications to the second type of communications.